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Notes

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MODULE: MEDICARE APPROVED PRESCRIPTION DRUG DISCOUNT CARD



Objective

Provide eligibility workers with the information necessary to determine who is entitled to a medical expense deduction and how the discount is calculated for households who have a Medicare approved prescription drug discount card.



Module Time

Approximate Time

One Hour



Notes

LESSON: Medicare Approved Prescription Drug Discount Card



Purpose

Explain the policy relating to Medicare approved drug discount cards.



eManual References

IM 4953

Dated September 1, 2004



Policy

Effective June 1, 2004, FNS is requiring that:

- The discounts and credit a household receives through the Medicare Approved Prescription Drug Discount Card be treated as an allowable medical expense and used in determining the household's medical expense deduction for Food Stamps.
- These monthly expenses are added to any other medical expenses the household incurs during the month, including any enrollment fee the household is required to pay.
- This policy is being implemented October 1, 2004 for any new applications or recertifications received on or after that date for individuals who are Medicare Approved Prescription Drug cardholders.
- The policy must be applied retroactively to any new applications or recertifications received between June 1, 2004 and September 30, 2004.

A report of Food Stamp individuals that are potentially eligible for the Medicare Approved Prescription Drug Card, that applied or recertified for the Food Stamp Program between June 1, 2004 and September 30, 2004, will be sent to eligibility workers the first week of October. The system will also send the Medicare Approved Prescription Drug Card notice to each of the household's identified on the report. The notice informs the household that they may be eligible for additional Food Stamp benefits if they are in receipt of the Medicare Approved Drug Discount Card and what information must be provided to their county social service office to obtain the additional benefits. This notice serves as notification of the change and will also be recorded on the Notice History screen in TECS. The report is to inform workers which cases received the notice.

[illegible]

LESSON: Action for households who report receipt of a Medicare Approved Prescription Drug Discount Card



Purpose

Explain the actions a worker must take if a household reports receipt of a Medicare approved prescription drug discount card.



eManual References

IM 4953

Dated September 1, 2004



Policy

If a **household reports and verifies** receipt of the Medicare Approved Prescription Drug Card, claims the credit and provides verification of out of pocket prescription drug costs needed to allow the deduction:

- The worker must make the change effective with the application or recertification month, or the date the household received the Medicare Approved Drug Discount Card, whichever is later, through the current benefit month.
- Actual out-of-pocket prescription drug costs must be used when calculating the medical expense deduction when working past months. For Food Stamp/Medicaid cases the re-budgeted RL must be used. **(in determining “incurred” RL amount.)**
- The prorated amount of the credit is allowed.

If a **household reports and verifies** receipt of the Medicare Approved Drug Discount Card, but **does not provide verification of out-of-pocket prescription drug costs** needed to allow, the deduction the worker must send the F442 requesting the verification. Client statement is acceptable verification for the credit.

- If the household provides the verification, the worker must make the change effective with the application or recertification month or the date that the household received the Medicare Approved Drug Discount Card, whichever is later, through the current benefit month.
- Actual out-of-pocket prescription drug costs must be used when calculating the medical expense deduction when working past months. For Food Stamp/Medicaid cases the re-budgeted RL must be used.
- If a household does not provide the verification of out-of-pocket prescription drug costs and claims the credit, the prorated amount of the credit is allowed as a medical expense deduction and the case cannot be closed and no changes are made in the case.

If a **household does not report receipt of the Medicare Approved Prescription Drug card or provide verification of the card**, there is nothing more the worker needs to do until the household's next recertification unless the household reports the change in medical expenses. **ME FS remains for existing cost. Add the credit.**

For cases that are not identified on the report (households that did not have an application or recertification during June 1, 2004 and September 30, 2004), information and verification must be gathered at their next recertification unless the household reports the change in medical expenses. If the household reports a change in medical expenses, the worker must act on the change.



Notes

Hard copy is needed to allow enrollment fee as an expense.

LESSON: Treatment of a Credit



Purpose

Explain who is eligible for a credit and the treatment of it.



eManual References

IM 4953

Dated September 1, 2004



Policy

Medicare Approved Prescription Drug Cardholders with income at or below 135 percent of the income poverty level are eligible for a \$600 credit in both the remainder of calendar year 2004 and 2005. For calendar year 2004 the credit must be prorated over the remaining calendar months from the month of application, recertification, or the month that the individual received the card, whichever is later, and the prorated amount allowed as a medical expense deduction. Client statement is acceptable verification for the credit.

For calendar year 2005, the credit must be prorated over the calendar year (\$50 a month) and that amount allowed as a medical expense deduction. Individual's in receipt of the \$600 credit in 2004 are automatically renewed and will receive the \$600 credit in 2005. For any individual who received the \$600 credit in 2004, the prorated 2005 credit must be anticipated.

In 2005, an individual who is newly applying for the prescription drug card loses \$150 with every quarter that passes. If an individual receives a reduced credit in 2005, the reduced credit must be prorated and allowed as a deduction for the remainder of 2005.

A new medical expense code of ME CR has been added to the TECS system with an effective date of June 1, 2004. This code must be used when entering the prorated amount of the credit in the TECS system.

LESSON: Verifying Actual Out-of-Pocket Costs



Purpose

Explain the policy regarding verifying out-of-pocket prescription drug costs.



eManual References

IM 4953

Dated September 1, 2004



Policy

- All Medicare Approved Prescription Drug Cardholders will qualify to receive a discount on drug purchases.
- Individuals applying or recertifying for Food Stamp benefits are required to verify their out-of-pocket prescription drug costs, including discounted prescription drug costs.

A new medical expense code of ME PR has been added to the system with an effective date of June 1, 2004. This code must be used when:

- Entering the verified out-of-pocket prescription drug costs into the TECS system.

For households that are not in receipt of the Medicare Approved Prescription Drug Card, verified out-of-pocket costs must continue to be coded as ME FS in TECS.

LESSON: Calculation in the TECS System



Purpose

Explain the appropriate codes and discount factor calculation in TECS.



eManual References

IM 4953

Dated September 1, 2004



Policy

- For households that do not receive the credit, the TECS system will multiply the verified prescription drug out-of-pocket costs (ME PR) by a discount factor of 1.25.

The discount factor was determined by FNS as the average value of the discounts received by low-income individuals. The policy requires that food stamp benefits cannot be reduced as a result of the discounted price for households that do not receive the credit.

- For households that also receive the credit, the TECS system will add the prorated credit (ME CR) to the verified prescription drug out-of-pocket costs (ME PR) and multiply that amount by the discount factor of 1.25.

The TECS system will then take this calculated amount and add any additional allowable medical expenses prior to budgeting the amount in excess of \$35.

LESSON: Actual Expenses



Purpose

Explain the policy regarding the use of actual expenses.



eManual References

IM 4953

Dated September 1, 2004



Policy

Cardholders must be allowed to claim prescription drug costs prior to using the discount card if those expenses exceed the total of their current out-of-pocket expenses using the discount card, plus the credit if appropriate, multiplied by the discount factor of 1.25.

Because of the poverty level for the credit being higher than the food stamp gross income poverty level, all food stamp households should be in receipt of the credit. The credit, along with actual costs multiplied by the 1.25 discount factor should always exceed actual out-of-pocket costs.

To claim their pre-discounted medical costs:

- Cardholders must provide verification of their prior prescription drug expenses.
- If the individual was in receipt of food stamp benefits prior to using the discount card, information on prior expenses from the casefile is used.

- If the household chooses to claim their pre-discounted medical costs, these expenses must be coded as ME FS in TECS and the credit is not allowed.
- The worker must document the household's choice.

[illegible]

LESSON: Combination FS/MA Cases with a Medicare approved prescription drug discount card



Purpose

Explain the policy for combination FS/MA cases



eManual References

IM 4953

Dated September 1, 2004



Policy

In combination Food Stamp/Medicaid cases that report an individual in the household is in receipt of the Medicare Approved Drug Discount card, there is no need to verify their actual out-of-pocket costs. The amount of the current RL allowed for Food Stamps must be coded as ME PR in the TECS system and the credit if appropriate, prorated over the appropriate months and allowed as ME CR.

If the household reports and verifies actual out-of-pocket expenses and prior months are re-budgeted for Medicaid, the actual incurred RL that was re-budgeted must be allowed when reworking prior months for Food Stamps. When working the current month forward, the amount of the incurred RL that was re-budgeted must be re-averaged.

If actual RL incurred is less—then do not change the RL amount, just change the code.

***EXERCISE: One – Medicare Approved Prescription
Drug Discount Card***



- Household initially applied for Food Stamps on July 10, 2004 and was certified for one year. The household received the Medicare Approved Prescription Drug Card notice and reports a household member received a card in June 2004. If the household verifies receipt of the card and reports the credit, what is the first month the expense is allowed for? **July 2004 forward**
- Household recertified in August 2004 for September benefits and was certified for one year. The household received the Medicare Approved Prescription Drug Card notice and reports a household member received a card in August 2004. If the household verifies receipt of the card and reports the credit, what is the first month the expense is allowed for? **September 2004 forward**
- Household initially applied in July 2004 and was certified for 6 months. The household was sent the Medicare Approved Prescription Drug Card notice in October 2004. At recertification in December for January 2005 benefits, the household reports that they received the Medicare Approved Prescription Drug Card in June of 2004. Since this household did not report the change until recertification, the expenses are allowed for what month forward? **January 2005 forward**
- Case recertified for food stamp benefits in September 2004 for the benefit month of October 2004. An individual in the household was approved for and received a Medicare Approved Prescription Drug Card and the \$600 credit in July of 2004. What months must the credit be prorated over? **October, November and December**

What amount is allowed for each of these months? **\$200**

- Household applies in November 2004. At the time of application an individual in the household reports and verifies receipt of the Medicare Approved Prescription Drug Card in July 2004. What months must the credit be prorated for? **November and December**

What amount is allowed for each of these months? **\$300 ME CR**

What amount is allowed starting in January 2005? **\$50 ME CR**

- An individual applies for the prescription drug card in May of 2005 and is eligible for the credit. Because that individual did not apply for the card until the second quarter of 2005, the individual will only receive a \$450 credit. At recertification in June for July, this individual reports and verifies receipt of the card. What months must the credit be prorated over? **July, August, September, October, November and December.**

What amount is allowed for each of these months? **\$75**

- A disabled individual in an ongoing case reports receipt of the Medicare Approved Prescription Drug Card and credit in November 2004 per phone call to the worker on November 12, 2004. The worker sends the F442 requesting verification of the card and out-of-pocket prescription drug card expenses on November 14, 2004. The household provides verification of the card and verification of prescription drug out-of-pocket costs of \$50 per month on November 18, 2004. The individual also incurs health insurance costs of \$180 per month and is paying \$100 per month on a hospital bill that was previously reported and verified.

What amount must be coded as ME CR? **\$600**

What amount must be coded as ME PR? **\$50**

What is the first month these expenses can be allowed for? **December**

What amount will the system allow as a medical expense deduction for this household? $\$1057.50$ ($\$600 + \$50 = \$650 \times 1.25 = \$812.50 + \$180 + \$100 = \$1092.50 - \$35 = \$1057.50$) (ME HI = \$180; ME FS = \$100; ME CR = \$600; ME-PR = \$50)

If this household failed to verify prescription drug out-of-pocket expenses, what amount will the system allow as a medical expense deduction for this household? **\$995** ($\$600 \times 1.25 = \$750 + \$180 + 100 = \$1030 - \$35 = \995)

- A disabled individual in an ongoing case reports receipt of the Medicare Approved Prescription Drug Card and credit in June 2004 per phone call to the worker on October 12, 2004. The household was last recertified in June 2004 for July for 12 months. The recipient has a \$200 recipient liability. The individual has a history of not incurring the full recipient liability each month and the amount allowed as a medical expense deduction for food stamps at recertification in June for July was \$142.00 monthly.

Medicaid budget months are reworked based on the verified credit and the amount of the discount for the months of July through September 2004. Actual incurred recipient liabilities result as follows:

July 2004 \$ 80.00
August 2004 \$140.00
September 2004 \$ 25.00

$\$245.00 / 3 = \$81.66 + \$100 \text{ credit} \times 1.25\%$. If less than amount previously used, use the previous amount of \$142.00 (ME PR)

What amount is allowed as a medical expense deduction for the months of July through October 2004 for food stamps? **The actual incurred RL for each month (ME PR) plus the prorated credit (July – December) $\$600/6 = \100.00 (ME CR)**

July = $(\$80 + \$100) \times 125\% - \$35 = \190

August = $(\$140 + \$100) \times 125\% - \$35 = \265

September = $(\$25 + \$100) \times 125\% - \$35 = \121.25

October = $(\$142 + \$100) \times 125\% - \$35 = 267.50$ —Because there were no actuals, so use what had been used before the drug card.

If this would have been less than the \$142 previously determined, use the \$142 as ME PR.

What amount is allowed as a medical expense deduction for November 2004 ongoing? **Total incurred for 3 months = \$245 averaged amount is \$81.66 (ME PR) A new averaged amount is allowed as a result of the reported change in expenses by the household** _____

If actuals result in less of a deduction, use the old amount and code as ME PR.

MODULE: DOCUMENTATION



Objective

Provide eligibility workers with the information necessary to adequately document level of eligibility and benefits.



Module Time

Approximate Time

30 Minutes



Notes

LESSON: Documentation



Purpose

Explain and describe acceptable methods of documentation.



eManual References

Narrative/Documentation

430-05-35-45



Policy

Casefiles must be documented to support eligibility, ineligibility, and benefit level determinations. Documentation must be detailed to permit a reviewer to determine the reasonableness and accuracy of the determination. Document ALL requests for verification and whether or not the verification was provided.

Where verification was required to resolve questionable information, the worker must document why the information was considered questionable or at a minimum, indicate where the inconsistency exists and what documentation was used to resolve the questionable information.

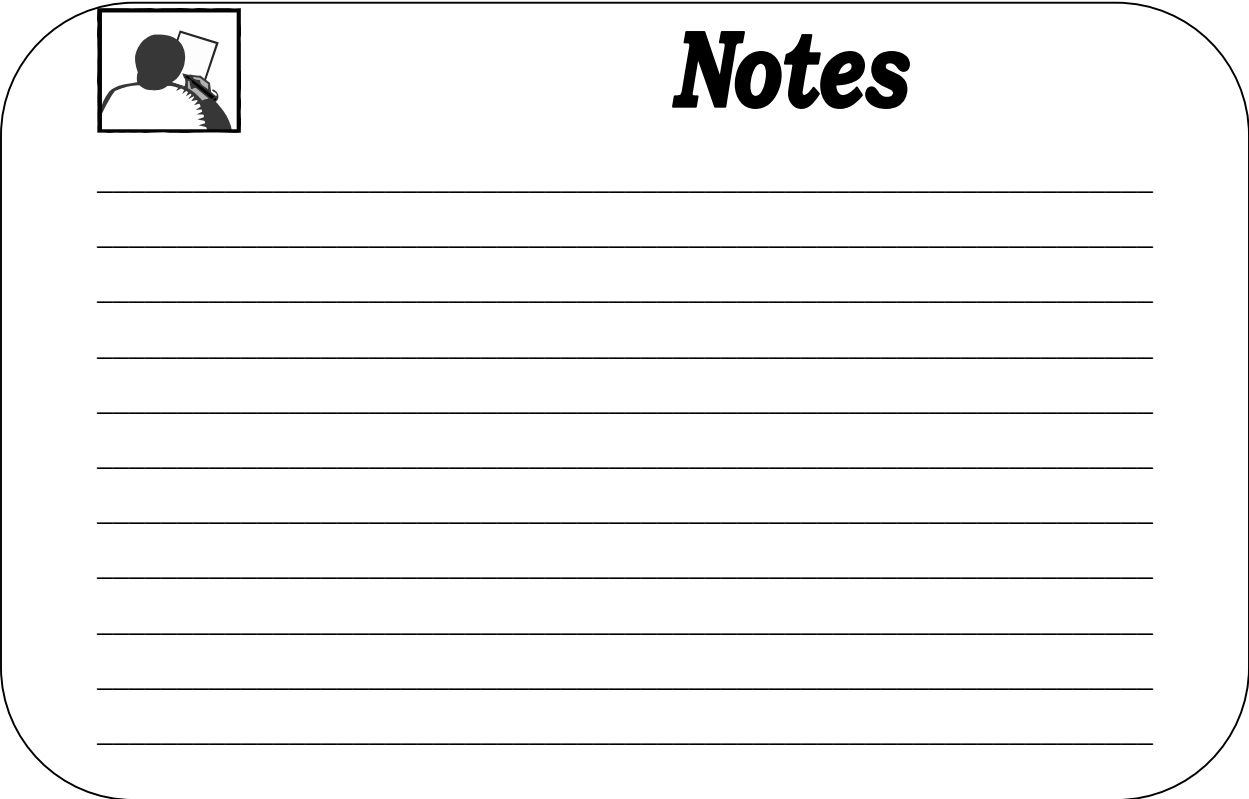
Acceptable forms of documentation include:

- On-line narratives.
- Notes on budgets in the casefile that spell out income and expenses and how they were arrived at.
- County specific developed forms that are mandated and must be used by all staff.
- Handwritten narratives that are an ongoing record of actions for a case.

- Statements included on notices to a household that spell out what income and expenses were used and why.
- Documentation should be fact driven and should not be based on feelings or emotions. Only pertinent and relevant information relating to eligibility should be documented. Clients, authorized representatives, co-workers and attorneys are a few of the individuals who have access to any casefile. Workers must be cognizant of what they are writing and including in the casefile.
- Statements such as:
- “The elevator does not go to the top floor”
 - “The client has a history of mental illness”—depending on the context it was used
 - “This client is a liar or cheat”
- are inappropriate and should never be part of any documentation in a casefile. Statements such as these can lead to potential legal problems including lawsuits and the dismissal of an employee. Stick solely to the facts when documenting.

Statements such as:

- are inappropriate and should never be part of any documentation in a casefile. Statements such as these can lead to potential legal problems including lawsuits and the dismissal of an employee. Stick solely to the facts when documenting.



Notes

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EXERCISE: One - Documentation – Yes or No?



1. As a worker, does documenting your casefiles save you time? **Yes**
2. Do you feel that documenting your casefiles is necessary? **Yes**
3. Are you required to document casefiles in your office? **Yes**
4. Can documentation save time for other workers in your office? **Yes**
5. Does documentation have to be lengthy and in a specific format? **No**
6. Have you ever found yourself in an appeal, fair hearing or court situation where you wish you had documented the casefile more thoroughly?
Yes/No
7. Have you ever had to reconstruct your logic to answer questions about whether you made a correct decision in a case? **Yes/No**
8. Have you ever been unable to remember what you did in a case and why months later? **Yes/No**
9. Can documentation prevent errors? **Yes**
10. Have you ever been on the receiving end of a phone call from a client who has questions about their case and wish you had documented more thoroughly? **Yes**
11. Will adequate documentation save you time when completing a claim?
Yes
12. Will documentation make cases with errors correct? **Possibly, if the worker documents that he had documentation that a reviewer could not find, and the worker is able to produce said documentation, an error may be reversed if worker correctly applied policy to said documentation or verification.**

LESSON: Documentation Saves Time



Purpose

To explain how adequate documentation can save you time as a worker.



eManual References

Sources of Verification

430-05-20-55-15



Policy

How many times have you said “I don’t have time to document.” We have all heard it (maybe even said it). It’s a myth. Good documentation will save you time. Consider the following:

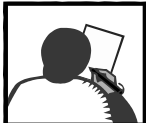
1. Documenting will save you time because you won’t have to wonder next month or two months from now why you did what you did and take the time to reconstruct your logic to answer your own questions about whether you made a correct decision.
2. Documenting will save time for other workers in your own office or another office when a casefile is transferred to another caseload. They will know what you did and not have to take time to resolve issues or take up your time with questions.
3. Documenting saves time for your supervisor(s). They won’t have to wonder what you did and ask questions, wasting more of your time.
4. Documenting may save you a good deal of time if you don’t have to respond to Quality Improvements Reviews, Quality Control, or others who have identified an error in your casefile because they can’t glean from your case record any reason to justify your action.

Good documentation habits save time. Documentation need not be lengthy, nor does it need to be in any specific format. If it addresses the simple “who”, “what”, “when”, “where”, “why”, and most importantly the “how” questions, you will be covered.

- Who did the information come from?
- What was the information you received?
- When did you get it?
- Where was the information secured?
- Why is the information pertinent?
- AND MOST IMPORTANTLY – How did you treat the information?

Documenting does not make cases with errors correct; errors are errors, but it will avoid cases that are correct being identified as errors. The next time that you believe you don’t have time to document, consider that you may have even less time if you don’t.

REMEMBER: If you don’t write it down, it didn’t happen!!!



Notes

EXERCISE: One - Documentation Situations



1. Food stamp household calls your office on September 22 and reports that a household member left the household on September 15 and is not expected to return.

What do you document? __ September 22, 2004 – call from (name of client). (Name of client) left household on September 15, 2004

2. Because the member who left the household had no income, this change will decrease the household's benefit and that requires a 10-day advance notice. There is not sufficient time for you to effect a benefit reduction prior to October 2004 benefits (**due to 10-10-10**). What do you document?

Not adequate time for benefit reduction for October 2004. (Name of client) will be deleted from household for November 2004 benefits and the worker should set themselves an alert.

EXERCISE: Two - Documentation



1. Food stamp household submits a signed change report form on September 10, 2004, stating they were notified on September 1, 2004, that the household will receive a pay raise of \$100.00 monthly effectively October 1, 2004.

What do you document? **Household reported in writing \$100 pay raise effective October 1, 2004.**

2. Because this change was reported in writing by the household and will result in a decrease in benefits for October 2004 and the worker has 10 days prior to the October 1, 2004 issuance, this change must be made. No 10-day advance notice is required.

What do you document? **Change made to reduce October 2004 benefits as change reported in writing will result in reduction in October benefit, however, verification of change not required.**

MODULE: INTERVIEWING SKILLS & TECHNIQUES



Objective

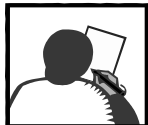
Provide eligibility workers with the information necessary to conduct a positive interview and provide the client with important information.



Module Time

Approximate Time

2 Hours



Notes

EXERCISE: One - Interviewing - Self Assessment



Please answer the following with “Yes” or “No”:

1. Do you take the time to prepare for the interview? ____
2. Do you define a client’s situation before seeing the client? ____
3. Do you define and clearly state the purpose of the interview? ____
4. Are you polite and businesslike and keep your emotions in check? ____
5. Do you accept the answers on the application at face value? ____
6. Do you ask follow-up questions based on the answers given in the interview? ____
7. Do you listen to the answers you solicit from clients? ____
8. Do you ask simple, direct questions? ____
9. Do you take time to analyze connections between information on the application and answers given in the interview? ____
10. Do you lead clients to answers? ____
11. Do you have difficulty keeping the interview on track? ____
12. Do you take notes on dates, names, spellings, and figures during the interview? ____

LESSON: Preparing for the Interview



Purpose

Explain why to prepare for client interviews and some helpful recommendations.



eManual References

Things to do Before the Interview

430-05-20-45-15



Policy

No matter whether you are completing an application or recertification, always start with your agency casefile for background information before conducting the interview. Read the last narrative. Compare information from prior applications or recertification applications to information contained on the current application. Make note of differences or conflicting information so that questions can be asked during the interview.

As an eligibility worker, you probably tend to rely on your abilities learned over time to ask probing questions for information. If you want to find out what clients are saying and are doing, follow a paper trail about what clients are doing. This research leads to accurate case information.

- Verify information given by the client on the application or recertification;
- Provide resources for obtaining information in a questionable case;
- Provide sources of information to verify information in the error prone areas of income, wages, household composition, shelter and utility computations.

Being flexible and having a tentative plan for verifying background information on clients should include:

- Knowing what is available in public and non-public records prior to the interview.
- Knowing what information you want from the face-to-face interview.
- Knowing what information you need after the interview by making phone calls or processing third-party collateral contacts for verification.

If this information is not available (new application) or it is not possible to review everything about the case, then interview to determine what information to check, to fill in gaps or shed light on other information.

Things to do Before the Interview:

1. Register the application if it is received prior to the interview.
2. Check Motor Vehicle records:
 - a. Check under names of all household members.
 - b. Check under maiden names, alleged absent parent name, or other names used by household members.
 - c. Print the Motor Vehicle screens and check trade-in value.
 - d. Check for expiration date of license and note any unlicensed vehicles.
3. Copy the MOIA (Monthly Inquiry Authorization) screens (Function 3 on MOMM menu).
4. Read the last narrative.
5. Check case alerts.
6. Review the last application or recertification form.
7. Check IEVS for any alerts that need resolving.
8. Check FACSES and New Hire.
9. Check DIRE to see if there are any outstanding claims.

10. If there is an outstanding claim, check NOHS to see if the client received a Treasury Offset Notice (TOP). If so, and the application is being approved, contact the State Office so the State Office can set the client to "inactive" in the TOP file and reopen the claim. Recoupment will then begin with allotment reduction. Regulations prohibit collection from TOP if the client is an open food stamp case, unless the client is eligible for a zero benefit.

[illegible]

LESSON: Opening the Interview



Purpose

Provide eligibility workers with the information needed to conduct a positive interview and give the client information on the purpose of the interview.



eManual References

Interviews

430-05-20-45



Policy

Communication is:

- 55% nonverbal
- 43% tone of voice
- 7% words we say

A good opening sets a positive tone for conducting the interview and gives the client important information of two types:

- The purpose and the plan of the interview; and
- The impression that you as a worker are willing, competent, and a friendly assistant in the eligibility process.

As a worker you should:

- Greet the client pleasantly (**introduce yourself and indicate a seat to the client using a pleasant demeanor – explain your role, sit, lean**

toward client using inclusive hand and body gestures and face the client directly whenever possible)

- Ask the client about their knowledge of the program and agency and given any needed explanations **(provide information and referrals as appropriate)**
- Give the impression that you are willing, competent and friendly **(maintain eye contact, offer understanding and clarification)**
- Give the client your total attention **(you are providing a service- what kind of service do you expect to receive when you go for an appointment?)**
- Explain the application process **(explain any delay or long waits prior to the appointment and how long the interview is expected to last)**
- Use common terms **(do not use jargon or quote rules without an explanation)**
- Give attention to the application **(clarify information, complete/correct information on the application, reflect the content back to the client)**
- Make needed entries on the application using information supplied by the client **(document who, what , when, where and why)**
- Request documentation **(explain why it is needed, how it will be used and discuss collateral contacts)**
- Redirect the interview, if necessary **(aid client recall, use encouragers, silence can be effective)**
- React non-defensively to outbursts directed at the program, agency or yourself. **(do not define the conflict as between you and the client, but rather the client and the situation)**
- Offer understanding and clarification **(maintain a non-judgmental attitude, convey caring and concern, accept the client as a unique human being)**
- Keep the interview on track

Types of listening skills:

A. Selective – listening for facts and other information.

- Obtain specific information.
- Obtain limited information.
- A listener can miss information.

B. Active – listening for and reflecting feelings, attitudes, and ideas.

- Checks meaning.
- Helps the client identify meaning.
- Helps the client deal with emotion.

C. Nonverbal – listening for and observing nonverbal cues.

D. Questioning

- Open-ended questions.
 - o Questions that solicit views, thoughts, opinions, observations, feelings, and allows a complete client response.
- Closed-ended questions.
 - o Questions that ask for specific information and can be answered with a brief response.
- Active listen questions.
 - o Do I hear you saying.....?
- Following questions.
 - o One or a few words indicating that the listener is interested and wants to know more about the situation.
- Probing questions.
 - o Picking up on a key item in which the listener is interested and asking a question focused directly on that item.

- Clarifying questions.
 - o Aim to eliminate possible confusion. The listener may ask directly for further information about a puzzling item.
- Confronting questions/statements.
 - o Confronting must be done carefully; it must deal with the “facts” the client has provided, not the worker’s privately held feelings about the client or the interview.
 - o Confronting can provide a new, more open basis for building a working relationship.

GETTING STARTED ON THE RIGHT FOOT

Three “core” conditions for a good interview:

1. Empathy

- a. Tune into the client’s emotions
- b. Communicate what you understand
- c. Keep your own objectivity

2. Respect

- a. Maintain a nonjudgmental attitude
- b. Convey caring and concern
- c. Accept the client as a unique human being

3. Desire to Help

- a. Give clear communications
- a. Do not send mixed messages

LESSON: Questions Related to the Application for Assistance



Purpose

An explanation of how to formulate open-ended questions to enhance the interview process to produce accurate eligibility determinations.



eManual References

Application for Assistance

SFN 405



Policy

The emphasis with the Application for Assistance form questions is gaining precise information and focusing applicants/recipients on specific points.

Questions on the Application for Assistance form are answered with a “Yes”, “No” or a simple fact, so it’s an excellent tool for obtaining basic eligibility information. Skilled eligibility workers, however, do not rely solely on the prepared list of the Application for Assistance form questions, but frequently finds themselves asking lots of follow-up questions. Skilled eligibility workers get answers to questions they didn’t even know at the outset they were going to ask.

The goal of the investigative interviewing stage is to acquaint you with how to make effective inquires, known as open-ended questions, to gather new information or to clarify information on the Application for Assistance form.

This lesson tells you what to do to formulate effective open-ended inquires in relation to most questions asked on the Application for Assistance form. The materials presented here are designed to help you understand what skilled interviewers can do and provides you with specific open-ended questions and methods.

The material focuses on specific follow-up questions to most of the Application for Assistance form questions, and special emphasis is placed in the area of income, household composition and shelter expenses.

Because no one question or method is appropriate for every situation, you as an eligibility worker can make a difference if you combine the ideas here with your own knowledge, experience and interviewing style.

Household Composition

Fill in all spaces for everyone who currently lives with you, whether you consider them household members or not. Also list anyone who is temporarily absent. List yourself first, then your spouse, your children (including unborn children), then other adults and children living in your home. If you need additional space, please continue on a separate sheet of paper. If you are only applying for Medicaid, Healthy Steps, or the Medicare Savings Programs, you do not need to provide the social security number and citizenship status for those who you do not want covered. If you are only applying for Food Stamps you do not need to list unborn children or answer questions regarding race/ethnicity or any other question marked with a solid box (■) (this will not effect your application). County staff will complete this information if it is not answered.

HOUSEHOLD MEMBERS (ENTER LEGAL NAME)					SOCIAL SECURITY NUMBER	BIRTHDATE	AGE	RELATIONSHIP TO PERSON COMPLETING APPLICATION	US CITIZEN (Yes or No)	■ MARITAL STATUS **	SEX	RACE *	HISPANIC (Yes or No)
FIRST	MIDDLE	LAST											
								SELF					

* RACE CODES: WH - White AI - American Indian/Alaska Native BL - Black AP - Asian HP - Native Hawaiian/Pacific Island
 ** MARITAL STATUS CODES: MA - Married NM - Never Married DI - Divorced SE - Separated WI - Widowed
 Other names used by any household members (maiden name, prior married name, etc.)

Follow-up questions regarding household composition.

- Household composition now and previously? (Are there changes since the last active application for assistance?)
- Check and ask about all names previously included on other applications. "I notice on previous applications, you had (names) listed in your home. Tell me what happened to them since they are no longer listed."
- Is anyone staying with you?
- Does everyone listed live in your house?
- Is everyone who lives with you listed on the application/recertification?
- Is anyone you listed not currently living in your home?

Income Information:

Carefully go over the income (both unearned and earned income sections) and employment sections of the application or recertification. Assess the entire situation. Does the client's circumstances and course of action make sense to you? Is it realistic?

Many sources of unreported income can be detected by evaluating the circumstances. Are employable adults employed? Are students receiving loans or grants? Do the children have income? Always review the client's training and educational background. Ask leading questions such as "you have a license in cosmetology, are you currently doing hair?" Inquire as to why they are not employed.

ND DEPARTMENT OF HUMAN SERVICES/EAP SFN 405 (Rev. 4-2004)						
INCOME INFORMATION						
UNEARNED INCOME:						
Do any household members, including children, have any of the following income? Check yes or no for each item. If yes, enter the total amount of income, before deductions, in the "Amount" column. Proof of all income must be provided.						
	YES	NO	RECEIVED BY WHOM	HOW OFTEN RECEIVED	AMOUNT THIS MONTH	AMOUNT NEXT MONTH
BIA General Assistance						
Bingo/Gambling Winnings						
Child Support or Alimony						
Contract Sale or Rental Income						
Financial Aid for Students						
Income from Roomer/Boarder						
Individual Indian Monies (IIM)						
Insurance/Lawsuit Settlement						
Interest/Dividend Income						
Money from Friends, Relatives or Others						
Oil/Mineral Rights/Royalties						
Pension/Retirement Benefits						
Railroad Retirement Benefits						
Social Security Benefits						
Supplemental Security Income						
TANF						
Unemployment Benefits						
Veteran's/Military Benefit						
Workers Compensation						
Other: (Specify)						
Has anyone applied for benefits not yet received? (For example: Social Security, SSI, Workforce Safety and Insurance) <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, please explain:		
EARNED INCOME AND EMPLOYMENT INFORMATION:						
SELF-EMPLOYMENT: Is any household member self-employed? <input type="checkbox"/> Yes <input type="checkbox"/> No						
If yes, name of business:				Type of business:		
A complete copy of the most current Federal Income Tax return must be provided. If you do not have a current tax return that includes the self employment business, provide income and expense ledgers. For Healthy Steps please provide three years of Federal Income Tax Returns.						

EARNED INCOME: Is any household member, including children, working? ☐ Yes ☐ No
If yes, complete this section. List information about full-time, part-time, seasonal, or temporary employment for all household members.
If space is needed to list more jobs, enter them on a separate sheet of paper. **Proof of all income must be provided.**

HOUSEHOLD MEMBER'S NAME	EMPLOYER'S NAME	GROSS AMOUNT THIS MONTH	GROSS AMOUNT NEXT MONTH	HOURS WORKED PER WEEK	SALARY/ HOURLY WAGE	AMOUNT OF TIPS/ COMMISSION	HOW OFTEN PAID	DAY(S) OF WEEK/ MONTH PAID	DATE OF NEXT PAY-CHECK

LOOK FOR THESE TYPES OF INCOME NOT LIKELY TO BE REPORTED:

- Part-time employment:

Paper routes
Sewing
Housecleaning

Babysitting
Crafts sales (street vending)

- Gifts:

From anyone unlikely to want it verified
From a parent for child support, especially when paid directly to the client
From friends
From employers (including bonuses and Christmas gifts)
From charitable organizations
From relatives

- In-kind Income:

Shelter
Food
Transportation

Utilities
Clothing

- Odd Jobs: including those listed under part-time employment above

Lawn and Garden Work
Hauling
Snow Removal

Harvesting and other Seasonal Labor
Carpentry

- New Jobs – especially if part-time or if the client does not think the job will last.
- Tips

Student Status:

STUDENT STATUS							
Is any household member a student? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, complete this section for each student.							
STUDENT	GRADE	WHERE ATTENDING SCHOOL	* STUDENT STATUS CODE	STUDENT	GRADE	WHERE ATTENDING SCHOOL	* STUDENT STATUS CODE

* Student Status Codes:
 PT - Part Time/Half Time FT - Full Time HG - Half Time Graduate FG - Full Time Graduate CP - Correspondence

Follow-up questions on student status:

- Is a 16-17 year old in school?
- Has anyone been in school within the past year?
- Is anyone in school currently?
- When did the client start school?
- How long will the client be going to school?

Additional questions to ask if the household contains a student of higher education:

- Does the student have a joint checking account with another household member?
- Does the student deposit financial aid, earnings or other money into a joint account?
- Does the student pay any household expenses such as rent, mortgage, or utilities?

Expenses:

EXPENSE INFORMATION				
Does your household have any of the following expenses? Check yes or no for each item and list amounts. Proof of expenses must be provided. You will not receive a deduction for any allowable expense you fail to report and verify.				
	YES	NO	TOTAL AMOUNT	AMOUNT YOU PAY
Rent/Mortgage (circle one)				
Lot Rent				
Do you pay separately for the use of a garage?				
Is anyone working off any part of the rent?				
Does any government agency pay any part of your rent?				
Property taxes (not included in mortgage)				
Homeowners insurance (not included in mortgage)				
Electricity				
Air conditioning costs?				
Heating costs (gas/propane/electric, etc.)				
Do you receive or intend to apply for fuel assistance (LIHEAP)?				
Water/well installation or maintenance				
Sewer/Septic tank installation or maintenance				
Garbage				
Telephone				
AGENCY USE Household is entitled to one of the <input type="checkbox"/> HL SU (Heating/Cooling/LIHEAP) <input type="checkbox"/> MU (water, sewer, garbage, electricity following mandatory utility standards: <input type="checkbox"/> LU SA (Water, sewer, garbage, electricity, telephone) <input type="checkbox"/> TL (telephone only)				
Health insurance premiums (list only for persons age 60 or over or who receive disability benefits)				
Medical expenses (List only for persons age 60 or over or who receive disability benefits)				
Do you expect any changes in expenses next month? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, explain:			
Does anyone help you pay these expenses? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, list what expenses, who is paying, and how much is paid:			

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Follow-up questions on shelter expenses:

- Does the client pay the entire rent or mortgage payment? If not, who is responsible for the remaining portion of the expense?
- Whose name is on the utility and phone bills? If other than the client, is the client responsible to pay those bills?
- If the household claims no income, who is paying the shelter expenses?
- If shelter expenses are paid by someone outside of the household, is the payment considered a loan or a vendor payment?

- If not a loan or vendor payment, is it income to the food stamp household?
 - If these expenses are not being paid and are overdue, does the household have verification that these expenses are not paid and overdue?
- Follow-up questions on medical expenses:
- Do you have dental insurance?
 - Do you have insurance that covers prescriptions?
 - Are the expenses listed for persons elderly or disabled or do they include other household members?

Follow-up questions on medical expenses:

- Do you have dental insurance?
- Do you have insurance that covers prescriptions?
- Are the expenses listed for persons elderly or disabled or do they include other household members?



Notes

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery.

EXERCISE: One - Interviewing and Household Composition



Food stamp household comes in for a recertification interview and consists of Dad, Mom, three children ages 10, 14 and 19 and her 1 year-old child. At the last recertification, household composition consisted of two children ages 10 and 14.

What questions would you ask this household when conducting the interview?

1. When did the 19 year old and 1 year old grandchild move into the household?
2. Why wasn't this reported at the time they moved in?
3. Is the 19 year old employed?
4. Is the 19 year old a student?
5. If the 19 year old is a student, are there day care expenses for the 1 year old child?
6. Is the 19 year old receiving child support income? If not, why?

What questions would you ask this household when conducting the interview?

1. Are you receiving child support for the two children? _____
2. If not, why? _____
3. Are the 15 year old and 17 year old attending school? _____
4. Does the 15 year old have any income? _____
5. Does the 17 year old have any income? _____
6. Is there any other money coming into your household? (Gifts, rummage sale, etc). _____
7. Is there any other money such as a paper route, yardwork, babysitting, tips, etc? _____

EXERCISE: Three - Interviews and Student Status



At recertification, Mom reports that she is attending college fulltime and there is no reported income. The household consists of Mom and two children ages 10 and 17.

What questions would you ask this household when conducting the interview?

1. **Is the 17 year old attending school?** _____
2. **Does the 10 year old have any income?** _____
3. **Does the 17 year old have any income?** _____
4. **Do you receive any financial aid or work study income?** _____
5. **Do you receive child support income? If not, why?** _____
6. **How are you paying for personal needs items (i.e. paper products, shampoo, etc)?** _____
7. **How are you paying your shelter expenses?** _____
8. **If paid by someone outside of the household, is the payment considered a loan?** _____
9. **If these expenses are not being paid and are overdue, do you have verification that the expenses are not paid and overdue?** _____

What questions would you ask this household when conducting the interview?

1. Who incurs the expenses?
2. Do you charge sister rent or utility expenses?
3. Is the sister responsible for any of the household expenses and if so, which expenses?
4. Does she pay specific expenses?
5. Does she give you money for expenses?
6. If she does not give you money for these expenses, does she pay them directly to the vendor?

LESSON: Effective Inquiries



Purpose

To provide eligibility workers with specifics on how to gather accurate information, clear up discrepancies, and collect new information for correct case determinations.



Policy

When a person comes to an interview with an Application for Assistance or Recertification Application, your task as an eligibility worker is to decide whether open or closed inquiries are appropriate. A closed inquiry, or closed ended question can be answered with a “YES” or “NO”, or a brief factual answer. In contrast, an open ended question usually requires a more elaborate response.

To formulate and make open inquiries, you should:

1. Give clients a greater opportunity to discuss topics relevant to the situation.
2. Gather information to explore and clarify discrepancies in client information.
3. Encourage clients to fill in gaps or shed light on the information already given on the application.

If, as an interviewer, you feel the client has not completed an answer or is hesitant to go on, remain silent for a few moments (perhaps using eye contact, facial expressions, or head nodding) and let this pause encourage the client to continue. If this fails, you can employ “nudging” probes, such as the following:

- “I see.”
- “Go on.”
- “And then?”
- “Tell me more.”
- “Please continue.”

- “Yes”
- “What happened next?”
- “Uh huh?”
- “Hummm.”

If you feel the client has given a superficial answer, you might use phrases such as the following to begin your secondary question:

- “Tell me more.....”
- “What happened next.....?”
- “How did you react to?”
- “Explain further the point that.....”
- “What did you do after.....?”
- “Why did you?”
- “What caused you to?”

If you think the answer is vague try including generalities or specialized terms by responding:

- “I’m not sure I understand your point.”
- “What did you have in mind, when you said.....?”
- “Please define _____ for me?”
- “What did you mean by you were laid off?”
- “How much money?”

If an answer seems to suggest a feeling or attitude, you might ask:

- “What caused you to feel that way?”
- “What do you think happened?”
- “What do you mean by seems?”

- “How did you react?”

The application form contains closed inquiries, specific to topics important to eligibility and benefits. There are situations when answers to the application questions can stand alone as a closed inquiry and you decide an open inquiry is not appropriate.

In short, the questions that are not asked on the application form are the ones that can make the difference in gathering accurate information, clearing up discrepancies, and collecting new information for correct case decisions.

When making effective open-ended inquiries from the application form’s closed ended questions, here are some key points to remember:

- Questions that begin with “WHAT” are primarily for factual information.
- Questions that begin with “COULD, COULD YOU, CAN YOU” ask for more detailed answers. The client has to come up with a response and has to be responsible for their answer.
- Questions that begin with “WHY” are intended to ask the client to clarify information, but usually make a person defensive. Why questions tend to place blame, i.e. “Why did you?” – can be rephrased to “What caused you to do that....?”
- Questions that begin with “HAVE YOU EVER” suggest an answer.



Notes

LESSON: Effective Mannerisms



Purpose

Provide eligibility workers with various approaches (methods) that are crucial to interviewing. These methods emphasize gaining concise, accurate, and timely client statements and organizing the information.



Policy

An atmosphere of mutual trust and respect is essential to eligibility worker interview situations and how you conduct the interview determines this atmosphere. **One truism remains: treat a person with respect and he/she will do the same to you.**

No tricks, ploys, or jargon will substitute for the impression you make as a person. Play it dead straight – be what you are and people will ultimately respond to you not as an eligibility worker, but as another human being.

The following effective mannerisms will help to establish an atmosphere of trust and respect and to achieve your purpose of getting a specific set of data to make correct case decisions. Finally, you establish rapport to get the information you need and make the client feel he/she can trust you.

- Don't interrupt when a person is talking.
- If you miss a point, rephrase what was said and ask if you understood him/her correctly.
- Ask follow-up questions in a matter-of-fact manner, no matter how sensitive.
- If a person is on guard at the outset, start talking about non-threatening or general subjects, i.e. weather, for several minutes to relax the client.
- Listen carefully to all answers.

LESSON: Telephone Interviewing



Purpose

Provide eligibility workers with the information necessary to conduct effective telephone interviews.



Policy

The telephone offers the eligibility worker and the client tremendous advantages: no need for time consuming face-to-face interviews; use of a shoulder clip or headset for the phone frees both your hands for note taking; application and other case materials can be kept at your fingertips spread out on your desk; you can touch base with several different sources in the time it might take for one face-to-face interview.

Interviewing by phone removes dress appearance and non-verbal communications as potential biasing factors. Telephone interviews should always be scheduled in advance.

Before conducting a telephone interview, prepare for the call by having the casefile available. Determine the purpose of the call and the points you wish to discuss.

Telephone interviewing is not a method that is as wide and deep as face-to-face interviewing. Because you do not have eye contact and body language, the delivery must be simple and understandable.

These simple courtesies will help ease the way to effective telephone interviewing:

- Speak clearly, distinctly, and calmly. Try to put a friendly quality in your voice which is the only means you have to establish rapport.
- Quickly identify yourself and your purpose.
- Unless the call is brief, indicate the estimated duration of the interview.

- Do not allow long unexplained silences on the phone. Note taking by you is one reason for interview silences – explain you will need just a moment to take some notes.
- The best voice is low pitched, pleasantly confident and cordial.
- Listen carefully.
- Make sure the person has understood what you said.

[illegible]

MODULE: CASE SCENARIOS



Objective

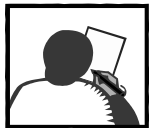
Examine several case scenarios in order to explain the proper procedures in the various circumstances.



Module Time

Approximate Time

2 Hours.



Notes

CASE SCENARIO: One – Child Support Income



At the time of filing the recertification on August 28, the household reported receiving child support of \$57.00 and \$165.00 BIA General Assistance in July, with amounts unknown for September. Casefile reflects no verification of BIA General Assistance or child support income and no reported changes after recertification.

In determining November eligibility, the county anticipated \$115.00 child support and \$670.00 BIA General Assistance.

1. Is the amount of income used in this case for November correct? **No** _____
2. If your answer is “yes”, why? **N/A** _____

3. If you answer to question #1 is “no”, why? **Verification of income is required at recertification.** _____
4. What action(s) if any should have been taken in this case before recertification for September?
Recertification application should have been “pended” for verification of child support income and BIA General Assistance. _____

CASE SCENARIO: Two – Child Support Income



Ongoing case for November benefits. Client reported on the October 15 change report form a change in child support income and submitted hard copy verification of child support stubs verifying September child support income of \$693.84. Stubs in the county casefile verified August child support of \$203.64. The county file also contained a full FACES ledger dated September 26, verifying total child support received in August in the amount of \$244.16 and September of \$693.84. The legally obligated amount of child support for this case is \$469.00.

1. What amount of child support income should be used to determine November benefits? **\$469.00**
2. How did you arrive at this amount? **No two-month history of payment in excess of legally obligated amount.**
3. The household reported and verified child support of \$693.84 in October. What amount is used when determining December benefits? **\$693.84**
4. How did you arrive at this amount for December? **Two-month history of payment in excess of the legal obligation.**
5. The household reported and verified child support of \$227.68 in November. What amount is used when determining January benefits? **\$227.68**
6. How did you arrive at this amount for January? **There is no longer a two-month history of payment in excess of the legally obligated amount. The household reported and verified November child support (more than a \$50.00 decreased in gross monthly unearned income) and stated they were unsure of the amount that they would receive in December .**
Child support payment history for this case:

August	\$244.16
September	\$693.84
October	\$693.84
November	\$227.68

CASE SCENARIO: Three – New Source Income



At time of filing December 5, recertification form, the household reported starting new employment. Wages were anticipated at \$1906 per month. The household also reported they would be working 40 hours per week at \$11 per hour. He is paid weekly and gets 4 checks per week. No verification of the new source income was provided at the time the household filed the recertification form.

1. Can eligibility be determined for January? **No**
2. If yes, why and what amount of income would be anticipated for January?
N/A
3. If no, why not? **Verification of new source income is mandatory. The household did not provide verification needed to determine continued eligibility**
4. What should have happened in this case? **Recertification should have been pending for verification of date of hire, hours, rate of pay and pay dates.**
5. If verification had been obtained from the employer verifying the client's statement regarding this employment, what amount of income would have been used to determine eligibility and level of benefits for January? **\$1760.00 - 160 hours X \$11.00 per hour –Depending on the pay dates.**

**CASE SCENARIO: Four – New Source//Terminated
Source Income**



On October 7, a household reported a new job and verification of the first check received on September 22 in the amount of \$693.14. She reported she would be paid every other Monday and also provided the final paycheck of \$593.74 received from her prior job on September 3. Documentation in the casefile indicated that the client was uncertain of the number of hours she would be working at the new job.

1. Can benefits for November be determined based on this information? **No**
2. If your answer is “yes”, what amount of income is used and why? **N/A**
3. If your answer is “no”, what action should be taken? **F442 must be sent requesting verification of hours hired, rate of pay, date hired, and dates of pay. We also need verification from old employer as to when final paycheck is to be received, termination date, and possible job quit.**
4. Is the final paycheck of \$593.74 counted in determining eligibility and level of benefits for November? **It depends, as this must be verified as to whether or not it IS the FINAL paycheck. This is a terminated source.**
5. If your answer is “yes”, why? **N/A**
6. If your answer is “no”, why? **The household provided verification of the final paycheck on October 7. The worker must act on this change based on 10-10-10—only if verified by prior employer.**

On October 12, the worker sent F442 asking for additional verification regarding the new employment (asking specifically for verification of the number of hours she was hired to work, rate of pay and date hired). Benefits for November were authorized the same as October. Household provided verification from employer on October 25, that they were hired to work 40 hours per week at \$7.00 per hour on August 25. Household's prior job was 40 hours per week at \$6.00 per hour.

7. Did the household timely report and verify this new source of income? **No**
8. Did the household timely report and verify the terminated source income? **No**
9. Is the household entitled to an underpayment for the month of October as the income from the prior job ended in September? **No**
10. If the household is not entitled to an underpayment for the month of October , why? ____ **This is a mandatory reportable change and the household had 10 days from the date of termination to report this client cannot benefit from not reporting a mandatory reportable change.**
11. Is there a claim for the month of October? **No- 10-10-10**
12. Can you change November benefits on 10-25? **ONLY with household's signature.**
13. Are you required to re-work November benefits? **It depends whether we had a signature, if so, and the worker acted to reduce November benefits at that time, then No. If worker did not reduce November benefits then yes.**
The October 25th verification was not signed, the change was not reported timely—he started job on August 25th.
14. If your answer is “yes”, why and when can you rework the case? **Case must be reworked failed to timely report a mandatory reportable change (new source income) after December 1 using “actual verified November income”.**
15. If your answer is “no”, why? **N/A**

CASE SCENARIO: Five – Job Quit



Household consisting of Mom and two children ages 8 and 9 initially applied for food stamps on December 4. At the interview on December 8, Mom reported that she was fired from her job, that she had applied for unemployment benefits and was sure she would be eligible. The client provided a statement from the employer on December 12 that read, “You were fired due to circumstances regarding your job.” The county requested verification that Mom had applied for unemployment benefits and certified the case as a 3-person household for the months of December through February. The application is NOT expedited. Mom is working full-time and is a mandatory work registrant.

1. In determining December eligibility and level of benefits, should Mom have been included as part of the case? **We cannot determine at this time**_____
2. If your answer is “yes”, why? **N/A**_____
3. If your answer is “no”, why? **Based on the statement provided from the employer, a job quit should have been explored as Mom is a mandatory work registrant and not exempt from the work requirements.**_____
4. What should have happened in this case? **Job quit should have been explored as Mom is a mandatory work registrant and not exempt from the work requirements. The county should have waited for verification of the status of the unemployment benefit claim. If not provided, deny the application for failure to provide information.**_____

On January 5, the household provided verification from Job Services that Mom was discharged from her employment for negligence in connection with her job and was not eligible for unemployment benefits.

5. Is there a claim in this case? **Yes**_____
6. If your answer is “yes”, for what month(s)? **December and January.**_____
7. If your answer is “yes”, why? **Mom ineligible – mandatory work registrant who quit a job without good cause—code DW**_____
8. If your answer is “no”, why? **N/A**_____

CASE SCENARIO: Six - Household Composition



Household initially applied on June 2. Household consisted of husband age 49 and wife age 46. At the time of application the husband reported earned income from a job in which he is working more than 20 hours per week, and the wife reported no income. The application was approved and the household was certified for June through August. There were no reported changes and the household received benefits for August. The household filed a late recertification on September 29 for September. At recertification, there was no change in the amount or sources of income.

1. What participation codes should be used for June for: **(Prorated)**
 - a. Husband IN
 - b. Wife IN
2. What participation codes should be used for July for:
 - a. Husband IN
 - b. Wife IN
3. What participation codes should be used for August for:
 - a. Husband IN
 - b. Wife IN
4. What participation codes should be used for September for: **(Prorated)**
 - a. Husband IN
 - b. Wife IN
5. What participation codes should be used for October for:
 - a. Husband IN
 - b. Wife IN
6. What participation codes should be used for November for:
 - a. Husband IN
 - b. Wife DI

CASE SCENARIO: Seven – Household Composition



Initial food stamp application filed on January 8. Household consists of a 16-year-old living with a family other than her parents. She is a fulltime student, not employed and has no source of income. Case certified January through April as a one-person household.

1. Is the 16-year-old eligible to participate in the program? **No**_____
2. If yes, why? **N/A**_____

3. If no, why? **Individual is under age 18 living with and under the parental control of a person other than her parents. Need to look at financial control and not just guidance control. Since 16 year old is not working, this family is financially responsible for her by FS standards. If she were working fulltime or part time, we'd need more information, to see whether or not she was supporting herself. Right now, she could be eligible as a household member in the family's case, if they were on, but not in a one-person household.**
4. Is there a food stamp claim in this case? **Yes**_____
5. If yes, for how many months? **January through April (4 months)**_____

CASE SCENARIO: Eight – Household Composition



Household initially applied for food stamp benefits on March 24. Household consists of Dad who is a fulltime college student and two children ages 17 and 8. The household was certified for benefits as a two-person household through the month of October. Dad is not employed.

1. Is a household size of two correct? No
2. If yes, why? N/A
3. If no, why? Dad is a single parent with a child under the age of 12 in the household – therefore, he is an eligible student.
4. Is this household entitled to an underpayment? It would depend on whether or not Dad had countable income or not, and the amount of that income. If he did not, then “yes”—providing he was otherwise eligible.
5. If yes, for what months? March through October
6. If no, why not? N/A